



Personnel Service Center
Travel Branch (TVL) DTCG23-03-R-HRSTVL
Performance Work Statement

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C-1 GENERAL INFORMATION

C-1.1 Introduction

This Performance Work Statement (PWS) describes the performance requirements for selected requirements at the United States Coast Guard (USCG) Personnel Service Center (PSC), Travel Branch (TVL) Topeka, Kansas. This section, C.1, provides general information necessary to understand the requirements. Section C.2 provides definitions and acronyms used throughout this document and in the performance of this effort. Sections C.3 and C.4 provide information as to Government and SP furnished items, respectively. Section C.5 presents the Specific Tasks of the PWS. Section C.6 outlines applicable documents that impact this work. Attached Technical Exhibits (TEs) are referenced throughout this document and support the PWS in greater detail.

C-1.2 Background Information

PSC has nearly 300 military and civilian employees (177 active duty, 114 civilians and 24 reserves); one of the primary functions is to process all travel settlements for USCG customers, and not limited to all USCG employees. Currently TVL supports a customer base that consists of approximately 38,000 active duty members, 22,000 reserves, 32,000 auxiliary and over 75,000 travelers on official government business. A detailed performance description of specific tasks and outputs is contained in section C-5.

Historically over the past five years, TVL has performed a near flat lined production of approximately 150,000 settlements with the exception of year 2002, due to Title X reserve call-up. This increased our travel settlements to over 170,000.

Effective 1 March 2003, the USCG will transfer to the Department of Homeland Security (DHS). TVL is currently beta testing the processing of travel settlements for 1,000 employees in DHS.

C-1.2.1 Organization

TVL is a branch of PSC. TVL has the mission of providing all travel related services and support to active duty Service Members, reserve components, Federal civilian work force, their families and groups within PSC and throughout the Coast Guard. TVL is located in the Frank Carlson Federal Building, 444 South East Quincy Street, Topeka, Kansas (Federal Building).

C-1.3 Contract Administration

The Contracting Officer (KO) has ultimate authority for administration of, and changes to, this contract. Throughout this document, the term KO is used to represent the USCG official who has authority for enforcing this contract. The KO may delegate specific authority to duly appointed representatives. Should the KO designate individuals to act as the KO's representative under any resultant contract, such representatives will be designated by letter of appointment from the KO in the technical phase of the work, but will not be authorized to change any of the terms and conditions of the contract. Furthermore, for the remainder of this document, it will be



implicitly understood that references to the KO include the KO's designated representative. Only the KO may approve such changes. This authority remains solely with the KO.

C-1.4 Scope of Work

The Service Provider (SP) shall perform all work within this PWS, to include, but is not limited to, processing Permanent Change of Station (PCS), Temporary Duty (TDY) and Special contingency travel claims, performing claims review, providing claims assistance, maintaining system passwords, processing user accounts, providing customer claims training and other essential USCG Human Resource services for Federal employees and personnel (i.e., auxiliary personnel).

The SP shall provide all personnel, management, supervision, equipment, tools, supplies, materials, transportation, and any other items and services necessary to perform the functions in this PWS except that which is made available by the Government and specified in Section C.3, Government-Furnished Property and Services.

The SP shall perform all physical and electronic work at PSC to include work for supported units/organizational personnel as identified in C.1.2 "Background Information". Supported Organizations, in accordance with (IAW) applicable Intra-Service / Inter-Service Support Agreements (ISSAs), Memorandums of Agreement (MOAs), and Memorandums of Understanding (MOUs). Copies of these documents are available for review in the Technical Library, located in TVL.

It is anticipated that during the course of this contract there may be workload increases and decreases. Historically peak workload begins in April and continues through October each year. The workload information displayed in the PWS and TEs is provided to assist prospective Service Providers in their proposal preparation.

C-1.4.1 General Services Performed

The SP shall provide services in the areas of travel settlements to all military and civilian, travelers. The SP shall be responsible for providing customer claims assistance to travel issuing officials, individuals who prepare travel claims and to individual travelers.

C-1.4.2 Travel Claim

The SP shall provide services that consist of processing travel claims for payment, TDY and PCS claims.

C-1.4.3 Information Management Services

The SP shall provide information management services to include, but not limited to, setup and maintenance of individual profiles, establishing and maintaining passwords and functional systems administrative tasks.



C-1.4.4 Logistics and Data Gathering

The SP shall provide logistics and data gathering support that includes, but is not limited to, compiling, tracking and reporting of cycle times, travel related workflow, trend analysis, monetary and expenditures, percentage of claims reviews, pre/post payment reviews and processing.

C-1.4.5 Perform Travel Management Systems Support Operations

The SP shall perform functions that include, but are not limited to, travel management systems maintenance, administration and installation level training and assistance.

The SP shall provide administrative service support to include, but is not limited to, managing outside continental United States (OCONUS) travel; forwarding Freedom of Information Act (FOIA) and privacy act requests to PSC legal. Provide administrative services to other Government Agencies, (e.g.) DOT Inspector General Auditors and USCG Intelligence (CGI) inquiries.

C-1.4.6 Process Travel Records

The SP shall process travel records to include, but not limited to, accounting for, creating and forwarding travel records; maintenance of travel records; processing and retrieval of travel records from the Federal Record Center (FRC).

C-1.5 General Requirements

In accordance with (IAW) applicable regulations and as directed by the KO or duly appointed representative, all SP employees shall abide by pertinent regulations set forth in this PWS and all applicable Federal, State, and local installation laws and/or regulations. The SP shall develop and maintain written standard operating procedures (SOPs) in the performance of this PWS in order to sustain operations.

C-1.5.1 Personnel

The SP shall provide a workforce possessing the skills, knowledge and training to satisfactorily perform the requirements of services included in this PWS. All SP employees shall possess the ability to proficiently communicate in the English language, both written and verbal. Personnel performing work under this PWS shall remain employees of the SP and shall not be considered employees of the Government. If the SP becomes aware that personnel are not performing requirements of this contract, the SP shall maintain personnel provisions to correct the deficiencies. The SP shall comply with Federal Equal Employment Opportunities (EEO) requirements, such as but not limited to, failure to employ due to age and race discrimination, sexual harassment, equal pay, and disabilities.

C-1.5.1.1 Project Management Oversight

With submission of the proposal, the SP shall provide the resume, name and telephone number of the project manager and an alternate. The SP shall provide an on-site project manager during



normal working hours. The project manager shall be responsible for the overall management and coordination of the effort and shall act as the central point of contact (POC) with the PSC. The project manager shall be available for discussion with the KO or duly appointed representative during normal working hours. When performance is required outside normal working hours, an individual shall be designated by the SP to act for the project manager. The SP shall furnish to the KO a copy of the SP's organizational chart as proposed for the performance of this effort 30 calendar days prior to the commencement of work. The organizational chart shall include names, addresses, and telephone numbers of the project manager, supervisory personnel, and key management personnel that shall serve as a focal point between the SP and the Government to resolve problems and emergency situations. The SP shall ensure that the chart shall remain current at all times and shall notify the KO within 1 workday, in writing, whenever changes are made.

C-1.5.1.2 Identification of SP Employees

During the transition period, the SP shall provide to the COR a list of all employees who will perform under this effort. The list shall contain the SP's name, contract number (if applicable), full name of each employee, job title or position held by each employee, work assignment and other information, as required. The SP shall notify the COR in writing, of any addition, deletion or change within 7 calendar days of such change.

C-1.5.1.3 Employee Security Checks

Employees of the SP who shall be performing work under this contract shall undergo a national agency check IAW Department of Defense (DOD) 5220.22-M, National Industry Security Program Operating Manual (NISPOM), at the discretion of the Government, based on the work involved. Any employee using unclassified but sensitive computer systems is required to have a trustworthy national agency check (NAC) initiated by contract start date. The Government retains the right to exclude any SP employee from performance of duties under this contract if that employee is a security risk or is unable to obtain a favorable NAC. The exclusion of an employee for security reasons shall not relieve the SP from performance of the services required under this contract.

C-1.5.1.4 Certifications

SP employees shall be trained and qualified, under the requirements specified in individual sections of the PWS prior to starting work. The SP shall provide sufficient internal training to ensure that employees remain qualified and licensed.

C-1.5.1.5 Physical Requirements

Work performed under this PWS shall encompass a broad range of light to moderate physical demands, depending on the service that is being provided. The majority of functions performed in this PWS are primarily sedentary, allowing the employee to sit in order to do most of the work. However, there will be some regular and recurring walking, standing and bending. SP shall have personnel able to lift and carry items weighing up to 40 lbs. The SP shall perform this and all PWS requirements without violating the requirements of the Americans with Disabilities Act.



C-1.5.1.6 Work Environment

The requirements set forth in this PWS involve everyday risks and discomforts normally associated with an office environment. The areas are climate controlled and adequately lighted during normal working hours. The SP shall be required to perform normal operator maintenance of Automated Data Processing (ADP) equipment resulting in a slight risk of electrical shock injury.

C-1.5.1.7 Attire and Identification

SP employees shall not wear military uniforms or uniform pieces. SP personnel must be recognizable while at PSC. This shall be accomplished by issuing badges IAW current General Service Agreements (GSA) regulations/policies. The SP shall furnish badges for his/her employees. The identifying badges shall be worn by all employees in a conspicuous place on the exterior clothing. Upon termination of employment, employees shall return badges to the SP.

C-1.5.2 Normal Working Hours

The times that functions are performed under this PWS are dictated by the operational requirements of the systems and customers that are being supported, to include times outside of the regular workday. Normal working hours represents the minimum standard for system and customer support. Normal working hours for PSC support shall be performed from 7:30 am - 4:30 pm, Monday through Friday including the lunch period. The SP shall manage the workload to ensure that the requirements of Section C-5 are met, which may require working outside normal working hours. The SP shall provide to the COR or designated representative at commencement of work, emergency telephone numbers and addresses for contacting key personnel during other than normal working hours. The SP shall be prepared to respond to emergency requests within 2 hours of notification.

C-1.5.2.1 Federal Holidays

Federal holidays are listed below. These days are legal public holidays. Should a Federal holiday fall on a Saturday, the Friday immediately before is considered the holiday; if the Federal holiday falls on a Sunday, the Monday immediately following is considered the holiday. Other holidays are as determined by executive order.

New Years Day	Labor Day
Martin Luther King Birthday	Columbus Day
Presidents Day	Veterans Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

C-1.5.2.2 Inclement Weather

Notification is provided by local radio and television stations, which broadcast closings and delayed opening announcements. The PSC employee information telephone number to verify installation closures is (785) 339-3700. During these times, only personnel that have been designated as emergency essential by the KO or designated representative shall maintain operational staffing.



C-1.5.3 SP Plans and Procedural Documents

C-1.5.3.1 Management Plan

The SP shall submit a Management Plan to the KO for review and approval 30 calendar days prior to contract start date. As a minimum, the Management Plan shall address:

- Project Manager and key personnel information.
- Contract personnel management.
- Contract operations planning and control includes, but is not limited to productivity control, productivity measurement, cost control, and work control including work scheduling, work flow, and achievement of established standards.
- Management, utilization, maintenance, standards, and accountability of Government property.
- Overall contract management and administration.
- Overall financial management, including accuracy of cost control data and reporting procedures.
- Data collection and other documentation including document flow and control of associated files.
- Staffing matrix indicating how each section of the proposed work force interrelates with each other in the performance of the contract.
- Management of all resources, i.e., equipment and staffing plan including mobilization processing.
- Methods the SP intends to employ to ensure that SP personnel are trained and kept current on state-of-the-art processes, techniques, and equipment to gain the economies and efficiencies expected by the Government.

C-1.5.3.1.1 SP Progress, Status and Management Report

The SP shall provide a summary of work accomplished during the previous month NLT the 15th of each month. The reports shall include, but not be limited to, the number of hours expended during the report period, materials purchased, summary of work plan for the next reporting period, and any other pertinent information.

C-1.5.3.2 Quality Control/Customer Satisfaction Plan (QC/CSP)

The SP QC plan shall be tailored to include a description of the SP's inspection system to include specifics as to areas to be inspected on both a scheduled and unscheduled basis, frequency of inspections, the title and organizational placement of the inspectors and other information as required. The plan shall include a description of the inspection system to cover services listed in the PWS and a description of the methods to be used for identifying and preventing defects in the quality of services performed. The QC/CSP of the successful offer or



will be incorporated into, and become part of, any contract affected. As changes are made thereafter, they shall be submitted to the KO or designated representative for approval. A QC/CSP shall be submitted with the proposal.

C-1.5.3.3 Safety and Health Plan

The SP shall conduct operations IAW the Frank Carlson Federal Building, Occupant Emergency Plan and applicable provisions of the Occupational Safety and Health Act (OSHA), Public Law (PL) 91-596 as amended by PL 101-552 and all applicable parts, to include, but not limited to, 29 Code of Federal Regulations (CFR) Parts 1910, 1926, and 1904. At commencement of work the SP shall implement a suitable safety program for employees performing work under this contract and provide a written copy of the Safety Program Management Plan to the COR.

C-1.5.3.3.1 Safety Program Management Plan Provisions

The SP's Safety Program Management Plan shall include, but not be limited to, provisions for:

- Maintaining reports on accidents, safety inspections, and investigations.
- Inspecting and surveying SP's work areas for potential safety hazards.
- Providing required safety training to SP personnel. Employees shall receive job-specific training required by OSHA standards as part of in-processing prior to exposure to hazards.
- Developing procedures and practices that minimize accident risk.
- Notifying the KO or designated representative in writing within 24 hours of SP notification of surveys, investigations, or corrective actions required by Federal, State, Local, or any non-PSC safety agencies.
- Reducing workers compensation lost time cases and costs.
- Participation in the PSC annual Safety Day.

C-1.5.3.3.2 Identification of Safety Hazards

The SP shall comply with the Frank Carlson Federal Building, Occupant Emergency Plan in regards to reporting all safety hazards.

C-1.5.3.3.3 Emergency Notification Procedures

The SP shall comply with the Frank Carlson Federal Building, Occupant Emergency Plan in regards to reporting all safety hazards.

C-1.5.3.3.4 Reporting Serious Accidents/Incidents

The SP shall telephonically report serious accidents/incidents occurring while performing SP duties not later than 30 minutes following the incident to the KO or designated representative. The SP shall also provide a written report of serious accidents/incidents to the KO or designated representative within 24 hours IAW Frank Carlson Federal Building, Occupant Emergency Plan, and USCG reporting requirements.



C-1.5.3.3.5 Bomb Threats

The SP shall adhere to the procedures in reacting to bomb threats as outlined in the Frank Carlson Federal Building, Occupant Emergency Plan.

C-1.5.3.4 Security Program

The SP's Physical Security Plan, Classified Information Security Plan, Information Systems Security Plan and the National Industrial Security Management program shall form the basis of the SP's Security Program as outlined in the Frank Carlson Federal Building, Occupant Emergency Plan.

C-1.5.3.4.1 General Requirements

The SP shall implement and maintain a security program for control of personnel, property, and information. At a minimum, the SP's security program shall include the following policies and procedures:

- Receiving, storing, disseminating, transmitting, transporting, and protecting all material IAW USCG Reg. Coast Guard Paperwork and Management Manual.
- Documenting and reporting actual or potential security problems.
- Initiating proper procedures to correct documented problems and implementing corrective procedures in the SP's security program.

C-1.5.3.4.2 Security of Sensitive Government and Customer Data

To the extent that the SP receives or is given access to proprietary data, data protected by the Privacy Act of 1974, or other classified or privileged technical, business, or financial information under this PWS, the SP shall treat and protect such information IAW any restrictions imposed on such information. Access includes, but is not limited to, the functions of record management, data handling, storage, electronic transmission and physical distribution. All SP employees shall be required to sign non-disclosure agreements. The SP shall not reveal to third parties any data generated and/or reported to the Government in the performance of this effort.

The SP shall comply with the requirements of Automated Information System (AIS) Security IAW USCG COMDTINST M5510.13 (series).

As required by the KO or designated representative, the SP shall agree to enter into a written agreement with any firm whose proprietary data is used in conjunction with performance of this PWS. The SP shall furnish the KO with executed copies of all such agreements, and refrain from using any proprietary information for any purpose other than for which it was provided.

The SP shall agree that any data furnished by the Government to the SP shall be used only for performance under this PWS, and all copies of such data shall be returned to the Government upon completion of this effort.



The SP shall collect all sensitive waste, such as paper, electronic media, etc., generated in the performance of this PWS and ensure that it is placed into appropriate disposal locations.

C-1.5.3.4.3 Security Training

All SP employees shall be familiar with all applicable security requirements necessary to perform the effort described in this PWS. The SP's employees shall be trained/indoctrinated in applicable security requirements prior to performing work under this contract, with refresher training conducted annually thereafter. The purpose of this training is to ensure that personnel are familiar with all security requirements necessary to perform the effort included in this PWS. The SP shall maintain a log of employees that have received security training.

C-1.5.3.5 Contingency Planning

Inputs shall address procedures, personnel, and the means of accomplishing all functions in the contract under contingency conditions. The inputs shall also address how the SP will replace Reserve Component personnel subject to activation upon declaration of a national emergency.

The SP shall provide input to TVL's portion of PSC's contingency plan at least 30 workdays prior to contract start date, outlining in detail, the methods the SP shall use in meeting contract requirements under the following circumstances:

- Natural disasters, such as fires, incapacitating storms, earthquakes, tornadoes, and floods
- Labor disputes and strikes
- Mobilization, deployment, sustainment and redeployment of forces
- Anti-Terrorism/Force Protection Program

The SP shall notify the KO or designated representative within 1 hour after being officially notified of a planned or unplanned work stoppage by SP employees. The SP shall implement the Strike Contingency Plan as soon as a planned work stoppage occurs, or within 1 hour after an unplanned work stoppage occurs.

The SP shall implement contingency plans as directed by the KO or designated representative. The SP shall participate in test exercises for contingency plans to the extent required. SP personnel shall comply with the instructions of the designated Government official during these situations.

C-1.5.4 Quarterly Executive Reviews

The SP shall conduct quarterly executive reviews with PSC on the dates, times, and at the locations specified by the KO. The KO will notify the SP of the date, time, and location of each executive review within 15 calendar days prior to the review. The KO will present the SP with a proposed meeting agenda for the executive review within 15 calendar days prior to the meeting. The meeting, at a minimum, will consist of a graphical presentation of accumulated measurements on service performance, customer satisfaction, and process improvements. This analysis as a minimum must cover each performance standard identified in Section C.5 of the



PWS. Additionally, these quarterly reviews will be the opportunity to formally introduce requirements for technology upgrades or cost saving initiatives.

The SP personnel that are required to provide the technical and administrative status and project updates requested in the meeting agenda shall be present. Attendance by the Project Manager is mandatory. In addition, an appropriate level and number of the SP's personnel shall attend. The quarterly review and periodic quality inspections will be critical indicators for evaluating SP performance.

C-1.5.5 Phase-In Plan

The Government will continue to perform contract requirements during the period between the tentative decision date and completion of the phase-in period. The Government will provide the SP office space and phone access as available. The phase-in period shall begin at date work begins under contract award and shall conclude 90 calendar days later. Upon completion of the phase-in period, the SP shall assume full operating accountability and responsibility.

The SP shall submit a Phase-In Plan with their proposal. The Phase-In Plan of the successful offer shall be incorporated into and become part of any contract effort. The Phase-In Plan shall identify those actions, plans, procedures, and timeliness necessary to ensure a smooth transition from contract start date to full operational status by the SP. The Phase-In Plan shall meet the following objectives:

- Smooth implementation of Right of First Refusal
- Completion of required training and certifications
- A workforce knowledgeable on the operation of mandatory Government-furnished data systems
- Completion of joint inventories
- Familiarization with the workflow and scheduling (actual workload requirements rather than performance of work)
- Familiarization with applicable installation regulations
- At the end of the transition period, providing required services at specified Acceptable Levels of Performance (ALPs)
- Smooth transition (transparent to customers)

The Phase-In Plan shall address the above actions, plans, procedures, and timeliness through the following key components:

- Minimize disputes between the incumbent and SP workforce
- Personnel – Timing and hiring of key personnel, interviews, exercising right of first refusal, training and orientation plans, coordinate Government workforce transition
- Equipment – Joint inventory, assumption of accountability, provisions for joint property
- Facilities – Joint inventory, provisions for joint use facilities, relocation plans
- Stock Inventory – Inventory or survey, assessment of potential security risks, initiation of any new access or escort requirements



- Coordination with KO or designated representative

C-1.5.6 Phase-Out Plan

The SP shall develop and submit to the KO or designated representative a Phase-Out Plan that will affect a smooth and orderly transfer of responsibility to a successor SP. The plan shall describe how the SP shall approach such issues as inventories, data and information transfer, and any other actions required for continuity of operations. The plan shall also address retaining the required staffing, including key personnel, necessary to complete the contract term without impacting service through expiration of the contract. During the Phase-Out period, the SP shall allow successor SP personnel to observe the SP's performance methods for a period of up to 60 calendar days prior to the commencement of work by the successor SP. This plan shall be submitted at least 90 calendar days prior to contract expiration date.

C-1.5.7 Meetings, Briefings, Tours and Inspections at PSC

C-1.5.7.1 Performance Evaluation Meetings

The SP's Project Manager shall meet at least weekly with the KO or designated representative during the first month following commencement of work. Any additional meetings will be determined as necessary by the KO or designated representative. Minutes of each meeting will be prepared and distributed by the Government. Should the SP not concur with the minutes, areas of non-concurrence shall be reported in writing to the KO or designated representative within 5 working days after receipt of minutes. The use of Alternative Dispute Resolution (ADR) may be used between the KO and the SP Project Manager.

C-1.5.7.2 Attendance at Government Meetings

The SP shall attend and participate in scheduled and unscheduled meetings to provide effective communication and impart necessary information as required by the KO or duly appointed representative. The SP shall participate in meetings with applicable Federal, State, and local agencies and other SPs as required by the KO or designated representative. These meetings include both on-site and off-site meetings. The SP shall meet with supported customers to participate, provide information and guidance, and accept tasking, as applicable, pertaining to the purpose and agenda of the meetings.

C-1.5.7.3 Briefings and Tours

The SP shall provide briefings and facility tours on an as required basis.



C-1.5.7.4 Inspections

The SP shall participate in inspections pertaining to PSC. These inspections include, but are not limited to Safety, Fire and Security.

C-1.5.8 Data and Information





C-1.5.8.1 Government Files

The SP shall maintain documentation of actions required under this PWS. The SP shall make files applicable to this PWS available at all times for review by any agency or individual authorized access by the KO. The SP shall be required to provide reproducible copies of all documentation when the contract ends and upon request. Files shall be maintained IAW current USCG Regulations and directives. Files shall be transferred to the applicable Government agency upon completion of the retention period or last day of contract performance as directed by the KO or designated representative. Such files are the property of the Government.

C-1.5.8.2 Access to Data and Information

The SP shall ensure that SP-generated technical records, reports, files, magnetic media, and other documentation are made available to the KO or designated representative during the performance of this contract. The SP shall get approval of the KO or designated representative before releasing any information input stored, generated, or archived relative to this contract to the SP's corporate or other off-site offices, other Government activities, agencies, or other SPs or private parties.

C-1.5.8.3 Marking Proprietary Information

Records, files, reports and data deemed proprietary by the SP shall be clearly marked on all records, files, reports and data deemed proprietary. The KO or designated representative shall make final determination of the appropriateness of proprietary claims by the SP.

C-1.5.8.4 Unplanned Requirements

The SP shall provide management and technical information requested by the KO or designated representative in the format and by the date requested. If necessary, to meet the suspense, the SP shall exceed normal working hours.

C-1.5.9 Training Program

The SP shall develop a training program to ensure SP personnel skills are current and up-to-date for accomplishing the requirements of this PWS. The training program shall include orientation training, Government and USCG unique training, technical training, and other training. This training does not relieve the SP from ensuring that SP personnel are qualified to perform their assigned tasks when they begin employment under this PWS. Each training request submitted by the SP shall be supported by a justification demonstrating the direct benefit to the Government in performance of this PWS. Travel, training, and per diem requirements to be charged to this PWS require written approval by the KO or designated representative. Such approval shall be requested and obtained at least 20 workdays prior to commencement of travel. Each training request submitted by the SP shall be supported by a justification demonstrating the direct benefit to the Government in performance of this contract. The SP shall designate Point of Contact (POC) on their employee roster and provide a copy of this appointment to the KO or designated representative at commencement of work.

C-1.5.9.1 Orientation Training

The SP shall conduct a general orientation training class for SP employees prior to working on site or reassignment to another functional area under the PWS. This training shall be relevant to the respective functional areas and SP and Government offices with which the employees shall



interact. The SP shall maintain records of training accomplished. The orientation includes, but is not limited to, topics such as:

- Contract requirements and the role of the respective functional activities to the overall contract
- The respective functional activities internal and external (customer) SOPs and general work requirements
- Familiarization with the physical configuration of PSC such as the location and layout of functional area facilities.
- Current Frank Carlson Federal Building Occupant Emergency Plan
- Environmental considerations, to include functionally-specific hazardous materials/waste handling training pursuant to 40 CFR, Protection of the Environment, and Environmental Protection and Enhancement.
- Personal conduct
- Dress and appearance standards
- Prevention and Reporting of Fraud, Waste, and Abuse
- PSC regulations and directives specifically applicable to the employee
- Federal Building smoking policy
- Violence in the workplace
- Security Requirements

C-1.5.9.2 Technical Training

During the contract period, SP personnel may need or require technical training to support new systems and equipment, to include Automated Information Systems fielded after commencement of work. As the PSC utilizes extensive standard and specialized automated systems, the SP shall continue operations with current systems and implement changes as approved or directed by the KO or designated representative. Training may be resident or non resident.

C-1.5.9.3 Other Training

The Government may approve other training on a case-by-case basis. Requests for other training require written approval from the KO or designated representative. Courses to improve general management, leadership or behavioral skills are considered the responsibility of the SP and will not normally be considered for approval.

C-1.5.10 Other Independent SPs

The Government may award or have awarded other contracts for services each year. These contracts will be awarded independently from this contract. Initial coordination required between SPs performing other contracts and this contract, will be made by the Government. The SP shall fully cooperate with the other SPs and with Government employees. Any additional direction will be provided by the KO or designated representative.

The SP shall provide support services to other SPs as required by the KO or designated representative. Support is limited to the applicable services included within the scope of this PWS.



The SP shall refer unresolved disputes with other SPs to the KO or designated representative within 2 hours by telephone and within 24 hours in writing from the time the dispute occurs. If the dispute occurs outside of normal working hours, and is not an emergency, the SP shall contact the KO or designated representative telephonically within 2 hours of the start of the next workday. If the dispute is an emergency, notification will be made immediately to the PSC COTR who will notify the KO.

C-1.5.11 Other Requirements

C-1.5.11.1 Files

The SP shall maintain documentation of all actions required under this PWS. The SP shall make all files applicable to this PWS available at all times for review by any agency or individual authorized access by the KO or designated representative. The SP shall be required to provide reproducible copies of all documentation when the contract ends and upon request. Files shall be maintained IAW applicable USCG regulations and directives.

C-1.5.11.2 Work in Office Area

Government and SP personnel will be working in office areas during normal working hours. In the event that the SP believes that Government and other SP personnel are interfering with the performance of the effort described in this PWS, the SP shall notify the KO or designated representative. The SP shall continue performance of the effort described in this contract unless there is authorization from the KO or designated representative to stop work.

C-1.5.11.3 Medical Services

Medical services for SP personnel are the responsibility of the SP.

C-1.5.11.4 Environmental Protection/Conservation of Utilities and Resources

The SP shall be directly responsible for instructing SP employees in utilities conservation and recycling practices maintained within Government facilities. The SP shall comply with the installation energy conservation plans and participate in energy conservation activities IAW SOP for the Frank Carlson Federal Building. The SP shall comply with all Federal, state, and local environmental protection laws, regulations, and standards.

C-1.5.11.5 Media Information

The Public Affairs Office is the only source for media release information. The SP shall not provide any PSC related information to the media and shall refer all queries to the KO or designated representative.

C-1.5.11.6 Access Control Plan

The SP shall establish, in writing, an access control plan to ensure that access cards issued to the SP by the KO or designated representative are not lost, misplaced, copied, or used by



unauthorized persons. This plan shall be in compliance with the SOP for Federal Building. This plan shall be provided to the KO or his designated representative for review 30 workdays prior to commencement of work.

The SP shall report any occurrence of access cards telephonically or by E-mail to the KO or designated representative within 30 minutes of discovery of loss. The SP shall provide GSA or designated representative a written report by close of business the next day, providing all details of lost access card occurrences. The cost of replacing lost cards (as determined by the KO or designated representative) shall be the SP's responsibility and shall not be reimbursable.

The SP shall prohibit the use of Government issued cards by any person other than authorized SP employees.

C-1.5.11.7 Paper and Cardboard Recycling

The SP shall separate recyclable paper and cardboard boxes from all other trash. Recyclable paper and cans shall be put into their respective Government-furnished recycling containers.

C-1.5.11.8 Fire Prevention

The SP shall comply with the Frank Carlson Building Occupant Emergency Plan Fire Prevention Program.



C-2 ACRONYMS AND DEFINITIONS

C-2.1 General

References used throughout this section of the contract or in material referenced by this contract, the following terms shall have the meanings set below.

C-2.1.1 Acronyms and Abbreviations

A

ACO	Authorized Certifying Officer
ADA	Americans with Disability Act
ADEA	Age Discrimination in Employment Act
ADP	Automated Data Processing
ADPE	Automated Data Processing Equipment
ADR	Alternative Dispute Resolution
ADT	Active Duty for Training
AEA	Actual Expense Authorized
AELP	Actual Expense Lodging Plus
ALP	Acceptable Levels of Performance
AOR	Area of Responsibility

C

CDR	Contract Discrepancy Report
CFE	Contractor Furnished Equipment
CFF	Contractor Furnished Facilities
CFR	Code of Federal Regulations
CGHRMS	Coast Guard Human Resources Management System
CGI	Coast Guard Intelligence
CO	Commanding Officer
COMDTINST	Commandant Instruction
CONUS	Continental United States
CPU	Central Processing Unit
COR	Contracting Officer's Representative (synonymous with COTR)
COTS	Commercial off-the-shelf Software
COTR	Contracting Technical Representative (synonymous with COR)
CSD	Customer Service Division
CUPS	Consolidated Uniform Payroll System

D

DAFIS	Departmental Accounting and Financial Information System
DHS	Department of Homeland Security
DOT	Department of Transportation

E



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EEOC
EFT
E-MAIL
EMPLID
EOM
EPA
ERC

U.S. Equal Employment Opportunity Commission
Electronic Funds Transfer
Electronic Mail
Employee Identification Number
End of Month
Equal Pay Act (When referencing EEOC)
Error Report Control Form

F

FAA
FAR
FAX
FINCEN
FOIA
FRC
FY

Federal Aviation Administration
Federal Acquisition Regulations
Facsimile
The Coast Guard Finance Center
Freedom of Information Act
Federal Records Center (Kansas City)
Fiscal Year

G

GAO
GFE
GFF
GFM
GFP
GFS
GFV
GIN
GP
GSA

General Accounting Office
Government-Furnished Equipment
Government-Furnished Facilities
Government-Furnished Supplies and Material
Government-Furnished Property
Government-Furnished Services
Government-Furnished Vehicle
Government In Nature
Government Property
General Services Administration

I

IATS
IAW
ID
INTERNET
INTRANET
ISSA

Integrated Automated Travel Software
In Accordance With
Identification
An open network access to all
A Network shared by private/public business or individuals on a closed network
Intra/Inter-Service Support Agreement

J

JCL
JFTR
JTR

Job Control Language
Joint Federal Travel Regulations
Joint Travel Regulations

K

KO

Contracting Officer



L

LAN Local Area Network
LOI Letter of Indebtness

M

MEMO Memorandum
MOA Memorandum of Agreement
MOU Memorandum of Understanding
MSG Message

N

NISPOM National Industry Security Program Operating Manual
NLT Not Later Than
NOP Notice of Overpayment

O

OCONUS Outside Continental United States
OJT On the Job Training
OSHA Occupational Safety and Health Act

P

PC Personal Computer
PCS Permanent Change of Station
PJAM PMIS Jumps Analysis Manual
PMIS Personnel Management Information System
PM Project Manager
POC Point of Contact
PPPM Personnel and Pay Procedures Manual HRSICINST M1000.2 (Series)
PRS Performance Requirement Summary
PSC Personnel Support Center
PWS Performance Work Statement

Q

QA Quality Assurance
QAE Quality Assurance Evaluator
QASP Quality Assurance Surveillance Plan
QC Quality Control
QC/CSP Quality Control/Customer Satisfaction Plan

R

RAN Reimbursable Agreement Number
RITA Relocation Income Tax Allowance

S



SF	Standard Form
SOP	Standard Operating Procedures
SP	Service Provider
SSN	Social Security Number
SSO	Senior Service Officials
SWIII	Standard Work Station Series Three

T	
TDY	Temporary Duty
TE	Technical Exhibit
TLA	Temporary Lodging Allowance
TLC	Travel Liquidation and Certification
TLE	Temporary Lodging Expense
TL	Technical Library
TMS	Travel Management Systems
TONO	Travel Order Number
TOPTS	Topeka Time Share
TOV	Travel Office Verification
TVL	Travel Branch
TVS	Travel Voucher Summery

U	
USCG	United States Coast Guard
UTS	Unit Travel System

W	
WAN	Wide Area Network
WTA	Withholding Tax Allowance

C-2.2 Definitions

Acronyms not listed above may be researched from the appropriate Manuals:

Personnel, Pay and Procedures Manual COMDTINST M1000.2 (Series)

<http://www.uscg.mil/hq/hrsic/3PM.htm>

Reserve Policy Manual COMDTINST M1001.28

<http://www.uscg.mil/reserve/pubs/rpm/rpmhome.htm>

U.S. Coast Guard Pay Manual COMDTINST M7220.29 (Series)

<http://www.uscg.mil/HQ/G-W/G-WP/G-WPM/g-wpm-2/Payman/Pay%20Manual.pdf>

Coast Guard Personnel Manual COMDTINST M1000.6 (Series)

<http://www.uscg.mil/hq/g-w/g-wp/g-wpm/PersMan/PERSMAN%20Opening.pdf>

Joint Federal Travel Regulations and Federal Travel Regulations

<http://www.dtic.mil/perdiem/trvlregs.html>



Access Card – Access to the Federal building requires a GSA identification badge and key-card. These items are issued to all employees.

Alternative Dispute Resolution – Is an informal voluntary process that seeks early resolution of management and employee disputes.

ADR should:

- Be effective, timely, and efficient
- Focus on conflict resolution and problem solving
- Foster a cooperative relationship
- Mutually agree to improve the ADR process.

Blanket Orders – See document type 13 (See FINCEN SOP for complete explanation)

Block – A grouping of claims bundled together that have been logged into IATS. A block of claims normally consists of 25 to 40 claims.

CITRIX Server – Coast Guard Finance Center Computer System.

Contract - A mutually binding legal relationship obligating the seller (Service Provider) to furnish the supplies or services and the buyer (Government) to pay for the supplies or services. It includes all types of written (unless otherwise authorized) commitments that obligate the Government to disburse appropriated funds.

Contract Discrepancy - A failure of the Service Provider to perform in accordance with contract requirements and specifications. A contract discrepancy may result from a failure of the Service Provider to provide, or provide on time, the required contract products or services; or it may result because delivered products or services do not meet specific contract standards.

Contract Discrepancy Report (CDR) - A formal, written documentation of Service Provider nonconformance or lack of performance for contracted work. A report used to document unsatisfactory Service Provider performance. The CDR is initiated by the contracting officer, or an authorized representative, whenever the performance, as determined by the contracting officer, is unsatisfactory. The CDR requires the Service Provider to explain, in writing, why performance is unsatisfactory; how performance shall be returned to satisfactory levels; and how recurrence of the problem shall be prevented in the future. The Service Provider completes and returns the report to the contracting officer.

Contract Start Date - The first day following the Phase-In Period; the Service Provider becomes 100% responsible for the full performance of the Contract.

Contracting Officer (KO) - A Contracting Officer is the only person with the authority to create, modify, or terminate a contract. The Contracting Officer is the only official who can



obligate the government through a contract. Throughout the document, the term KO is used for clarity and readability and refers to all designated representatives of the Government.

Contracting Officer's Representative (COR) – The COR is the individual appointed in writing by the Contracting Officer and delegated specific authority to monitor Service Provider performance.

Contracting Officer Technical Representative (COTR) - USCG term synonymous with COR.

DAFIS – Departmental Accounting and Financial Information System.

Document Number – A standard (DAFIS) document number consisting of sixteen digits.

Document Type 11 – Accounting term representing Temporary Duty (TDY) claims.

Document Type 12 – Accounting term representing Permanent Change of Station (PCS) claims.

Document Type 13 – Accounting term representing a *recurring TDY claim* through a specified time frame submitted under the same TONO (document number).

EEOC – The EEOC was established by Title VII of the Civil Rights Act of 1964 and began operating on July 2, 1965. The EEOC enforces the following federal statutes:

- Title VII of the Civil Rights Act of 1964, as amended, prohibiting employment discrimination on the basis of race, color, religion, sex, or national origin,
- the Age Discrimination in Employment Act (ADEA) of 1967, as amended, prohibiting employment discrimination against individuals 40 years of age and older,
- the Equal Pay Act (EPA) of 1963 prohibiting discrimination on the basis of gender in compensation for substantially similar work under similar conditions,
- Title I and Title V of the Americans with Disabilities Act (ADA) of 1990, prohibiting employment discrimination on the basis of disability in the private sector and state and local governments,
- Section 501 and 505 of the Rehabilitation Act of 1973, as amended, prohibiting employment discrimination against federal employees with disabilities; and,
- the Civil Rights Act of 1991 providing monetary damages in cases of intentional discrimination and clarifying provisions regarding disparate impact actions.

Expendable - Government property that is consumed in use or loses its identity in use. Expendable property includes items of low intrinsic value or items unworthy of full accounting procedures, such as office and cleaning supplies.



Fair Wear and Tear - The loss or impairment of the appearance effectiveness, worth, or utility of an item that has occurred solely because of the normal and customary use of the item for its intended purpose.

Fiscal Year (FY) - The Government fiscal year (FY) begins every October 1st and ends the following September 30th. The fiscal year is designated by the calendar year in which it ends. For example, Fiscal Year 1999, abbreviated FY 99, begins 1 Oct 98 and ends 30 Sep 99.

Frequency – Indicates the natural frequency of that output's performance, (daily, monthly, quarterly, or semiannual task); or the workload is not subject to any regular frequency but is collected for the entire year in an annual or biannual figure.

Government - The United States Government, the Department of Homeland Security (DHS), and the terms used to refer to the designated officials and their representatives for contract administration. The term Government as used herein includes the Governmental-in-Nature (GIN) staff, the Contracting Officer (KO) and the Contracting Officer's designated representatives.

Government/Coast Guard-Unique Training - Training deemed necessary for which is available only through Coast Guard schools, or private seminars, or conferences.

Government Representative - The Contracting Officer (KO), Contracting Officer's Representative (COR), Property Administrator, and the Quality Assurance Evaluators (QAEs).

Includes – "Includes" to mean: includes, but is not limited to.

Independent Contract - A Government Contract that provides support and/or services related to but separate from another Contract with the same Government customer.

In Kind - Issued in the form of actual supplies, equipment, or materials, instead of a monetary allowance.

Installation Support Agreement/Intra/Inter-Service Support Agreement (ISA/ISSA) - A document wherein the participants, to preclude any misunderstanding, state clearly in writing, the agreement for the provision of support arrived at between the activities involved, especially the obligations assumed by each and the rights granted to each. An agreement, used for coordinating and providing support to component units, activities, and individuals located outside Installation real property boundaries.

Joint Inventory - A physical count of items conducted by individuals representing separate interests for the purpose of establishing the quantities of property on hand.

Julian Date - Method of annotating a date using the Julian Calendar, which numbers the days of the year from 001 through 365 (or 366 in years divisible by 4). The Julian date uses the last digit from the current year plus the 3-digit number for the day. For example, the Julian date for November 3, 1999 would be 9307.



Mandatory Documents - Those documents which contain guidance, methods, or standards that the Service Provider must adhere to in meeting work performance requirements under this contract.

Memorandum of Agreement (MOA) - A document that defines general areas of responsibility and agreement between two or more parties. MOAs that establish responsibilities for providing recurring support will be supplemented with support agreements that specify the services and define the basis for reimbursement.

Memorandum of Understanding (MOU) - A document that defines areas of mutual understanding between two or more parties.

Metrics – Performance measures that may be applied to data collected regarding the performance of any completed work.

Negative Claim – A travel settlement results in a negative balance.

Normal Working Hours – PSC hours of support is from 7:30 am to 4:30 pm Monday through Friday, excluding holidays.

Performance Indicator - A characteristic of an acceptable quality level which describes the quality of an output of a work process. Performance indicators are qualitative, quantitative, timeliness, and effectiveness.

Performance Requirement - Divides acceptable and unacceptable performance of a task according to the performance requirement summary and the Inspection of Services clause. It is the number of defects or maximum percentage defective in the lot that is deemed acceptable. Any further defects will require the Government to affect the price computation system.

Performance Requirements Summary (PRS) - A listing of the service outputs under the contract that are to be evaluated by the Quality Assurance Evaluator (QAE) on a regular basis, the surveillance methods to be used for these outputs, and the performance requirement of the listed outputs. The PRS shows contract requirements, the component requirements related to each contract requirement, the price of each work requirement as a percentage of the associated contract requirement, the standard of performance, and the maximum allowable defect rate for each work requirement.

Performance Standard – This is a metric, which if met, indicates that the output is being performed successfully. The Acceptable Level of Performance (ALP) in the Performance Requirements Summary is a percentage value of the number of performances of each output that must adhere to the performance standard set for that output. More than one standard for each output may be indicated in the PWS statement. If so, the workload for those outputs will: (a) be indicated in the period(s) box for each of the outputs, or (b) be same workload as indicated in the period(s) box for the first output.



Performance Work Statement (PWS) - The PWS consists of the definitive or descriptive words identifying the subject matter of the contract referred to as the specifications or work statement.

Period 1, 2, 3, 4 and 5 – Each period represents 1 year of contract performance. The blocks underneath the period contain the number of times the output is performed per year during the specific period of performance. Note that it is easy to display a change in mission should downsizing occur or another mission is added. In the example above assume downsizing in the last two years of the contract. The period count represents the total annual output regardless of the frequency for each output.

Phase-in-Period – The period during which the Service Provider performs the steps necessary to assume responsibility for PWS requirements (e.g. bring staff on-site, conduct inventories, receive indoctrination and training, etc.); planned to be 90 days (to be determined by Contracting Office) in length. Start of phase-in period may be affected by Government personnel considerations (notice requirements, etc.).

Phase-Out-Period – The period during which the SP/MEO transfers responsibility to a successor SP/MEO and addresses issues such as but not limited to, inventory, data and information transfer and other actions required for continuity of operations.

Physical Security - That part of security concerned with physical measures designed to safeguard personnel; to prevent unauthorized access to equipment, installations, material, and documents; and to safeguard them against espionage, sabotage, damage, and theft.

Priority – Work that takes precedence over all other work and requires immediate attention such work is usually necessary for the immediate payment or processing of records for the member's benefit. Ensuring all records is accurate and completed in a timely manner.

Property - The term "Government Property" includes, but is not limited to, land, facilities, equipment, supplies, parts and accessories thereto, and the alterations or installation of any of the foregoing. Not included is property accounted for and owned by a nonappropriated fund activity.

Property Custodian - An individual designated to maintain accountability for property within his/her AOR and who has direct responsibility for property in their physical possession.

Quality Assurance (QA) - A methodology used by the Government to assure that the quality of purchased goods and services received are acceptable, in accordance with established standards, and meet the requirements of a contract.

Quality Assurance Evaluator (QAE) - An official Government representative concerned with matters pertaining to the contract administration process and Quality Assurance/Quality Control. Acts as a technical advisor to the Contracting Officer in these areas. A Government



representative that is responsible for performing surveillance/inspection of the Service Provider performance.

Quality Assurance Surveillance Plan (QASP) - A document written and used by the Government for quality assurance surveillance. The document contains specific methods to perform surveillance of the Service Provider's performance.

Quality Control (QC) - A methodology used by the Service Provider to control the quality of goods and services provided. Those actions taken by the Service Provider to control the quality of goods or services produced so they meet the requirements of the contract.

Quality Control Program - Service Provider's system to control the equipment, systems, or services so that they meet the requirement of the contract.

Real Property - All items identified within the Real Property Inventory. These items consist of facilities, installed equipment, improvements to grounds, and such non-building facilities as roads, signs, flagpole, and fencing.

Response Time - The interval between receipt of the initial notification and the time the Service Provider arrives on the scene for initial investigation.

Serviceable - Condition of property that is ready for use.

Service Provider - The Service Provider (SP), its subsidiaries and affiliates, joint ventures involving the Service Provider, or any entity with which the Service Provider may have merged or any individual or entity that assisted or advised the Service Provider in the preparation of proposal under this solicitation.

Shall - Is imperative. The word "Shall" is used in connection with the Service Provider and specifies that the provisions are binding.

Specialized Claims – Claims associated with Coast Guard Yard: Curtis Bay MD, (Aircraft Supply and Support Center (ARSC): Elizabeth City NC, ELC: Engineering Logistics Center: Curtis Bay MD):

Standard - An acknowledged measure of comparison. Standards are usually based on quality or timeliness. A standard may be an expression of time, size, number of something, or a written description of quality.

Start Date – (Also, Implementation Date). This term is used to refer to the actual date work is scheduled to begin under a contract, as provided in the solicitation. The date the contract becomes effective and the Service Provider begins operation or the date the installation fully implements the MEO.



Supplemental (Rework) Claim - A subsequent travel claim that either will result in a positive or negative balance to the traveler.

Temporary Duty (TDY) - Duty at one or more locations, other than the permanent duty station (PDS), at which a member/traveler performs TDY under orders which provide for further assignment, or pending further assignment, to a new PDS or for return to the old PDS upon completion of the TDY. It also includes that period spent at a location while processing for separation from the Service, release from active duty, placement on the temporary disability retired list, or retirement, when the last PDS is different from the location where processing is accomplished.

Tier 1 Inquiries – The initial (top layer) contact between the customer and the PSC Customer Service Division (CSD) for basic information and assistance to include, but not limited to, status of claims, copies of travel voucher summaries, navigational questions, passwords, payment amounts, and general travel entitlement questions.

Title X – As defined from U.S. Code Title X Sec. 10102 and Sec. 10103

Sec. 10102. - Purpose of reserve components

The purpose of each reserve component is to provide trained units and qualified persons available for active duty in the armed forces, in time of war or national emergency, and at such other times as the national security may require, to fill the needs of the armed forces whenever, during and after the period needed to procure and train additional units and qualified persons to achieve the planned mobilization, more units and persons are needed than are in the regular components.

Sec. 10103. - Basic policy for order into Federal service

Whenever Congress determines that more units and organizations are needed for the national security than are in the regular components of the ground and air forces, the Army National Guard of the United States and the Air National Guard of the United States, or such parts of them as are needed, together with units of other reserve components necessary for a balanced force, shall be ordered to active duty and retained as long as so needed.

Travel Advance - Prepayment of estimated travel expense.

Travel Claim – A written request supported by documentation and receipts where applicable, for reimbursement of expenses incurred in the performance of any official travel.

Travel Settlement- The processing and legal / proper payment of a proper travel claim submitted by USCG customers. Settlements include, but are not limited to: Document type (11) Temporary duty (TDY), Document type (12) Permanent change of station (PCS), and all supplemental (rework).

Will - The term “Will” is used to express a declaration of purpose on the part of the Government.



C-2.3 Workload/Output Table

Section C-5 of this PWS addresses specific tasks and workload outputs. Workload outputs consist of Periods, Frequency, Measurements, and Performance Standards as defined in C-2.2. Each period represents one year of contract performance. The blocks underneath the period contain the number of times the output is performed per Frequency during the specific Period of Performance.

Workload shown for a Period 1, 2, 3, 4 and 5 box within the PWS is historical (Jan 02 thru Dec 02 data) workload represented as an annualized figure in the “Period” box unless otherwise known.

Frequency indicates the natural frequency of that output’s performance, (daily, monthly, quarterly, or semiannual task); or the workload is not subject to any regular frequency but is collected for the entire year in an annual or biannual figure.

Measurement reflects the unit of measure. Examples are Square Feet, Transactions, Buildings, Occurrences and other natural breakouts of what’s specifically being measured.

The Performance Standard is a metric, which if met, indicates that the output is being performed successfully. If these standards are not met, the SP is not in compliance with the minimum performance requirements of this PWS.

The Acceptable Level of Performance (ALP) in the Performance Requirements Summary is a percentage value of the number of performances of each output that must adhere to the performance standard set for that output. More than one standard for each output may be indicated in the PWS statement. If so, the workload for those outputs will: (a) be indicated in the period(s) box for each of the outputs, or (b) be same workload as indicated in the period(s) box for the first output.

In all cases, workload was reviewed to ensure the proper/acceptable level of service was applied (performance standard). Where workload is mandated by regulatory guidance/policy, frequencies of occurrence were used as defined in these documents. An example is, “Reports are due quarterly.”



C-2.3.1 Output Tables

The output tables illustrated in the PWS reflect the level of workload to be performed during each of the 5 annual periods. The following tables and narrative further explain the output table.

C-2.3.1.1 Example Output

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Process Travel Claim	Daily	Occurrence(s)	9,000	9,000	9,000	6,000	6,000
Performance Standard				Guidance and Regulations			
Claims shall be processed within 3 business days of receipt - 99%				JFTR			

During the first period of performance the Service Provider shall process travel claims 9,000 times per frequency. The successful accomplishment of this output will be evaluated against the performance standard, “narrative”. This workload is performed IAW JFTR.

In narrative terms, the above output would read as follows:

During the first period of performance the Service Provider will process customer travel claims at least 9,000 times during the performance period (1year). The successful accomplishment of this output will be evaluated against the performance standard, “Accomplished Within 3 days of receipt of claim”. This workload is performed IAW the JFTR.

Based on this statement, the Service Provider should bid the work based on occurrences indicated in the “Period” description block as shown over the first year and option years of the contract. In the output above, Periods 4 and 5 reflect a reduction in workload that could be due to loss of a mission, reorganization or other possible reasons.

Note: That it is easy to display a change in mission should downsizing occur or another mission is added. In the example above assume downsizing in the last two years of the contract.

C-2.3.1.2 Output Table Description

BLOCK	DESCRIPTION
Output	Name of the output as reflected in the PWS
Frequency	Indicates the natural frequency of that output’s performance, (daily, monthly, quarterly, or semiannual task); or the workload is not subject to any regular frequency but is collected for the entire year in an annual or biannual figure.
Measurement	Reflects the unit of measure. Examples are Square Feet, Transactions, Buildings, Occurrences and other natural breakouts of



	what's specifically being measured.
Periods 1, 2, 3, 4 and 5	Each period represents one year of contract performance. The blocks underneath the period contain the number of times the output is performed per Frequency during the specific Period of Performance. Note that it is easy to display a change in mission should downsizing occur or another mission is added. In the example above assume downsizing in the last two years of the contract.
Performance Standard	This is a metric, which if met, indicates that the output is being performed successfully. The Acceptable Level of Performance (ALP) in the Performance Requirements Summary is a percentage value of the number of performances of each output that must adhere to the performance standard set for that output. More than one standard for each output may be indicated in the PWS statement. If so, the workload for those outputs will: (a) be indicated in the period(s) box for each of the outputs, or (b) be same workload as indicated in the period(s) box for the first output.
Guidance/Regulations	References supporting the requirement for the work to be performed. In some cases the performance standard determined by customer expectations or internal business practice, "none," will be annotated in the Guidance/Regulation block.

C-2.3.1.3 Acceptable Levels of Performance (ALPs)

ALPs represent the required success rate for each output that comprises the total workload. ALP is a percentage value of the number of performances of each output that must be accomplished to achieve the performance standard set for that output. ALPs are determined based on agency directives; historical records of how well the Government provided the service, or management decision.

Reference the above example output table. As explained above, the table reads that the successful accomplishment of the output will be evaluated against the performance standard, "Accomplished within 3 business days of receipt of receipt." The ALP determines how often the



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Service Provider must successfully accomplish/perform that output. In this example, the ALP may be established as 99%. An ALP of 99% in this case would mean that no more than 1% of the occurrences, in which the Service Provider processes a travel claim for a customer, that the complete transaction may not be accomplished outside business 3 days after the Service Provider's receives a claim.

Adherence of outputs to their specified ALPs is evaluated on the basis of a reasonable period of time. For some outputs, it is reasonable to evaluate adherence to ALPs on the basis of their frequency. That is, if an output was accomplished 100 times weekly, and the ALP was 90%, it would be reasonable to expect the Service Provider to meet the performance standard on at least 90 of the 100 accomplishments of the output each week.

However, if the above example outputs were accomplished 3 times per month and also had an ALP of 90%, it would not be reasonable in this case to evaluate adherence to the ALP on the basis of frequency. Since there are only 3 accomplishments per month, if the Service Provider does not meet the performance standard on 1 of the 3 accomplishments, the performance level is 67% for that year. To meet the ALP of 90% for that month, the Service Provider would have to meet the performance standard on all 3 accomplishments. Because the ALP must be reasonable enough to allow for unexpected problems, it will not be raised to 100% in most cases. Therefore, it is more reasonable in this case to evaluate adherence to the ALP on an annual basis. With 9,000 accomplishments per year, the Service Provider must meet the performance standard on at least 8,910 of the 9,000 accomplishments in order to meet the ALP of 99%. Using this basis allows for the possibility of unexpected problems that prevent accomplishment of the performance standard, but still ensures that the ALP is met over a reasonable time period.



C-3 GOVERNMENT-FURNISHED PROPERTY (GFP) AND SERVICES (GFS)

C-3.1 Government-Furnished Property and Services

The Government will furnish or make available to the SP all existing facilities, utilities, equipment, parts, supplies, and materials of the same type, quality, and quantity similar to that currently being used by the in-house workforce in the performance of this contract unless otherwise specifically stated within this PWS. The Government will fund the procurement of additional property by the SP for use in performing this PWS, when it is deemed in the best interest of the Government. The ownership of the property (Government or SP) will be decided during the procurement approval process. The Government will provide the facilities, utilities, equipment, parts, supplies, and materials described herein as Government Furnished Property (GFP). GFP consists of Government Furnished Facilities and Utilities (GFF), Government Furnished supplies and material (GFM), and Government Furnished Services (GFS). The SP shall not use GFP for any other purpose than execution of work under this contract.

C-3.1.1 Joint Inventory

The SP and Contracting Officer (KO) or Contracting Officer Representative (COR/COTR) shall conduct a joint inventory of GFP prior to commencing work under this contract. This inventory shall detail the material description and quantities of all GFP and determine the condition of GFP. The SP shall certify the findings of this inventory, assume accountability, and subsequently report inventory discrepancies to the COR. GFP shall not be removed from the Installation unless approved by the COR in writing.

C-3.1.2 Annual/Cyclic Inventories

The SP shall perform inventories, annually (conducted during the anniversary month of this contract) and cyclic (when requested by supply division), of Government Furnished Equipment (GFE) and furnish the COR the results within 5 working days after the inventory is conducted. The SP shall be liable for all SP caused shortages, losses, and/or damages in excess of fair wear and tear, or destruction of property. The SP shall submit a formal report to the COR on the shortage, loss, damages in excess of fair wear and tear, or destruction of property.

C-3.1.3 Returning/Replacing GFP

The SP has the option of returning any unused GFP to PSC during the performance period. PSC may not replace returned GFP nor will it be used as cause for nonperformance or increase in cost to the Government.

C-3.1.4 Ownership

The Government will retain ownership of all GFP made available to the SP under this Performance Work Statement (PWS). During the transition period and at the end of the contract



period, a physical inventory of all Government equipment and a record of their physical locations shall take place with member(s) of the SP team and PSC. PSC will maintain a record of this inventory and a copy will be provided to the SP.

C-3.1.5 Equipment Changes

The SP will be notified by PSC of any GFP that will be added to or removed from service during performance of the contract. The SP shall annotate all equipment changes on the SP's inventory record.

C-3.1.6 Moving Equipment

If the SP wishes to rearrange or move office furnishings or Automated Data Processing Equipment (ADPE) within the Government facility the SP shall first provide a plan to the COR for approval. Upon approval, the SP shall submit a work order to the PSC for technical approval and to perform the work. The COR will determine if the work will be performed at cost to the SP or at no cost to the SP.

C-3.1.7 Property Accountability

The SP shall make all GFP and equipment available to the responsible PSC property custodian holder at all reasonable times to ensure the equipment is accounted for.

C-3.2 Government-Furnished Administrative Supplies

PSC will provide all necessary administrative supplies, copying machine access, and workstations to include desks, chairs, filing cabinets, trash receptacles, personal computers (PCs), facsimile machines, and any Government mandated software required to perform the specific tasks in Section C-5. PCs for each workstation will include a Central Processing Unit (CPU), monitor, keyboard, and mouse. Printers are provided and available throughout the work areas via the Government provided Local Area Network (LAN).

C-3.3 Government-Furnished Facility (GFF)

The Government will make available to the SP the joint use of a Government-owned facility required for use in performing the requirements of this contract. See TE-C-3.3 "Government Furnished Facilities".

C-3.3.1 Maintenance and Alterations

Maintenance of real property (facilities and installed equipment) will be provided by the Government. The SP may suggest alterations or improvements to their assigned facilities, but shall not make any alterations without the approval of the COR. Any such alterations become the property of the Government. Government-Furnished Facilities shall be returned to the Government in the same condition as at initial inventory with fair wear and tear and improved alterations at the termination of this contract.



C-3.4 Government-Furnished Equipment (GFE)

Government-Furnished Equipment (GFE) is identified in TE-C-3.4, and is available for SP use solely in performing work specified in this PWS. The Government will make this GFE available to the SP on a one-time basis in an as-is condition. The SP shall accept or reject GFE.

Rejection of GFE will not relieve the SP of responsibility in the performance of this PWS. GFE rejected for use by the SP under this contract shall be returned to the Government by the SP and may not be available for future use. Upon completion of the contract, the SP shall be responsible for returning all GFE to the Government in the same condition as received, less normal wear and tear, or provide like replacement equipment acceptable to the Government at no additional cost to the Government. GFE that becomes unserviceable during use will be repaired or replaced by the Government. Any process that supports the information infrastructure (for example, desktop hardware and software, servers, network infrastructure) or the management of these resources must physically reside within the Frank Carlson Federal Building.

C-3.4.1 Acquisition and Turn-in of Equipment

The SP shall furnish documentation justifying equipment purchases for the SP's performance of the work in this PWS to the COR for approval. If approved, the Government at no cost will make the purchase for the SP. If replacement of Government equipment is necessary due to reasonable wear and tear the Government will replace equipment at the Government's expense. If replacement is required due to SP or SP employee negligence or misuse, the SP shall reimburse the Government for the replacement cost.

C-3.4.2 Disposal of Government Property

The SP is not authorized to dispose of Government equipment that has been removed from active service except as prescribed on a case-by-case basis by the COR.

C-3.4.3 Equipment Operation, Maintenance, and Repair

SP personnel shall exercise due care while using or operating Government equipment, and shall perform operator-level pre-operational and operational checks and maintenance. Examples of 'Operator-Level' checks and maintenance include routine cleaning, replenishment of consumable supplies, test runs/initiation procedures during equipment startup, resolution of error codes and clearing of paper jams.

C-3.4.4 Technical and Operating Manuals

The Government will provide access to all available manufacturers technical and operator manuals required for proper and safe operation of the ADPE used in performance of this PWS. The SP shall replace all lost or damaged technical or operator manuals.



C-3.4.5 Damage to Government Equipment

Damages to Government equipment that is determined to be the fault of the SP shall be repaired at the SP's expense. The SP shall maintain records of all equipment repairs for determination of replacement.

C-3.5 Government-Furnished Supplies and Materials (GFM)

The Government will furnish materials and supplies TE-C-3.5 "Government Furnished Materials" in the current inventory at the start of full performance.

C-3.6 Government-Furnished Services

C-3.6.1 Utilities

The Government will furnish utilities as currently installed in GFF. Types of utilities furnished include water, electric, telephone, gas, and sewage. The SP shall not change or alter any service or component. The SP shall ensure all employees perform or operate facilities in a manner to preclude waste of utilities.

C-3.6.2 Telephone Service

The following official voice, record and facsimile services will be provided to the SP in accordance with (IAW) USCG and PSC policies and procedures via telephone instruments located in the Government facility at time of contract commencement:

C-3.6.3 Telephone Equipment

Telephone instruments and lines currently located in GFF will be provided for SP use at no cost to the SP. Government furnished telephones and telephone lines are to be used for transaction of official business of PSC as defined in current PSC policies and procedures. Government-furnished telephones are subject to security monitoring at all times. Use of these telephones constitutes consent to security monitoring. The SP shall bare any cost associated with unauthorized use.

C-3.6.4 Relocation of Telephone equipment

SP personnel shall not relocate Government furnished telephone equipment or in any way tamper with the telephone distribution system. The SP shall contact the COR when changes/additions are needed for any Government phone.

C-3.6.5 Internet Access

The Government will provide access to the Internet for official use IAW current PSC Policy. Each member of the SP's workforce will be required to sign and abide by this policy.



C-3.7 Postal or Installation Mail Distribution

All postage and fees related to mailing information, including reports, correspondence, etc., to meet the requirements of the PWS shall be paid by the Government. The Government will be responsible for the daily delivery and pickup of mail. The SP shall be responsible for mail necessary to Personnel Service Center activities as listed at Section C.5. The SP shall return all misdirected.

C-3.8 Refuse Collection Review

The Government provides building trash collection. The SP is required to comply with all ongoing recycling initiatives.

C-3.9 Government Furnished Software

C-3.9.1 Standard Workstation Suite

Each PC workstation will come with a standard suite of software to include MS Word, Excel, PowerPoint, Access and Outlook. Each workstation will have an Internet browser and communications software for LAN/Wide Area Network (WAN) connectivity. Software upgrades will be provided and scheduled by the Government.

C-3.9.2 Non-Standard Software

Added software or upgrades prior to the Government schedule must be requested through the COR. The COR will determine if the requested software will be purchased with Government funds.

C-3.9.3 Other Government Provided Software

The Government will provide software and information systems as identified in TE-C-3.10.3 "Government Furnished Software" required for use in performance of the Specific Tasks in Section C.5.



C-4 CONTRACTOR FURNISHED PROPERTY (CFP) AND SERVICES

C-4.1 General Information

The contractor/Service Provider (SP) shall furnish all necessary supplies, parts, materials, tools, support equipment, labor, and vehicles required to perform all operations required by this effort, except those items or services specifically stated in Section C.3 as Government furnished. All SP furnished equipment shall be pre-approved by the KO.

C-4.2 Contractor-Furnished Vehicles and Equipment (CFV and CFE)

All contractor/SP-furnished vehicles shall have the company name prominently displayed on both sides of the vehicle, and any other insignias will be pre-approved by the COR.

C-4.2.1 Limitations on CFV

All contractor/SP-furnished vehicles and equipment used in the performance of required services in Section C.5 shall meet all Local, State, and Federal safety and environmental requirements. Contractor/SP-furnished vehicles and equipment found to be unsafe shall be removed from the Installation and replaced at the contractor's expense. The contractor shall not use any Government-owned tools, materials, or parts to maintain contractor/SP-furnished vehicles and equipment without prior written approval of the COR. The COR may inspect the contractor-furnished vehicles and equipment at any time and direct the removal of any unsafe or objectionable vehicle/equipment from the Federal Building.

C-4.3 Building Operations Support

The contractor/SP shall designate a point of contact (POC) for fire, safety, and energy in order to comply with the requirements of the Frank Carlson Federal Building Occupant Emergency Plan.

C-4.4 Housekeeping

The contractor/SP shall perform housekeeping necessary to keep the work place in a neat, organized, and orderly condition.

C-4.4.1 Housekeeping at other Facilities

When the contractor/SP is using other facilities in support of this Performance Work Statement (PWS), the contractor shall perform housekeeping necessary to return the facility to a condition of cleanliness equal to or better than it was originally provided to the SP.



C-5 Specific Tasks

C-5.1 General

The service provider (SP) shall provide necessary services to every travel settlement in all areas of the travel process to U. S. Coast Guard military and civilian travelers in an accurate and timely manner. The SP shall be responsible for all travel management support, USCG customer training, and provide technical assistance and claim processing assistance through the Customer Service Division (CSD).

The SP shall perform services as listed in this Performance Work Statement (PWS), treating all customers professionally, promptly and with courtesy. Services shall include guidance and technical specific advice to the Government and its customers on an as needed basis regarding PSC travel specific processes and functions. Information systems and databases used in the performance of this PWS shall be maintained in accordance with current standards listed in this PWS and all applicable current regulations.

The SP shall interpret, adapt and apply, continuous changes in several volumes of government directives covering the travel payments which include, but are not limited to the Joint Federal Travel Regulations, Volume 1, Uniformed Service Personnel; DOT Travel Guiding Principles DOT 1500.11, USCG Supplement to the JFTR, COMDTINST M4600.17 (Series), Joint Travel Regulations, Volume 2 Department of Defense Civilian Personnel, Federal Travel Regulations, Personnel and Pay Procedures Manual, HRSICINST M1000.2 (Series), and the USCG FINCEN SOP. The SP shall ensure that all travel claims are processed in compliance with all current travel regulations, Title 5 CFR 1315, and the Prompt Payment Act.

C-5.2 Travel Management IATS/UTS System Support

The SP shall provide IATS and UTS system support for travel claim processing to all USCG customers and other designated Federal agencies. Service functions include, but are not limited to: gathering and reporting data, researching, investigating and reviewing system requirements. The SP shall comply with laws, regulations and policies in gathering and reporting data, researching, investigating and reviewing IATS/UTS system requirements. The SP shall maintain databases and associated interfacing systems. The SP shall aid in the designing, developing, implementing, modifying and managing databases. The SP shall define and develop data flow diagrams. The SP shall work with users to test and access applications. The SP shall research and analyze operational problems of the travel claim system. The SP shall develop and revise methodologies/procedures to meet operational and legal requirements for travel claim processing and settlements.



C-5.2.1 UTS and IATS Administration

The SP shall provide administrative services in the performance of travel systems. This includes, but is not limited to: Enable/disable user ID's, logins, establishing passwords, privilege levels of access, such as authorizing official, revoking access and privileges, creating and maintaining special flags in the system to identify possible fraud and abuse, such as maximum tax reimbursement, exporting and importing files in a batch mode process; updating customer profiles, and setting permissions USCG-wide.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Permissions	Daily	Requests	70	70	70	70	70
Performance Standard			Guidance and Regulations				
Permission requests shall be responded to within 2 business days-95%							

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Privileges	Daily	Requests	2,329	2,329	2,329	2,329	2,329
Performance Standard			Guidance and Regulations				
Privilege request shall be responded to within 2 business days-99%							

C-5.2.2 Unit Travel System (UTS) and Integrated Automated Travel System (IATS) Interface of Software Applications

The SP shall ensure exported and imported travel claim files are completed. The SP shall conduct data manipulation on all failed imports IAW vendor procedures. The SP shall ensure updates to the FINCEN CITRIX servers are completed.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
IATS/UTS Imports and Exports	Daily	Occurrence(s)	250	250	250	250	250
Performance Standard			Guidance and Regulations				
All failed interfaces shall be resolved within 1 business day-99%							

C-5.2.3 Software Functionality Acceptance

The SP shall test version updates of the travel system for functionality as directed by the UTS/IATS software contract COTR. The SP shall identify discrepancies, research existing travel regulations and requirements, and take corrective actions to resolve problems as required. The SP shall develop acceptance testing plans and reports. The SP shall facilitate user interfaces and access after each upgrade. The SP shall develop solutions to problem areas, system inadequacies and explore system edits to ensure integrity, security, privacy, and identify possible fraud. The SP shall conduct informal pre-tests to establish system impact and course of action to pursue on all user inquiries and possible errors. Acceptance testing can include the following modifications as identified in TE C-5.2.3 "Example, Acceptance Testing".

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Acceptance Testing	Annually	Tests	4	4	4	4	4
Performance Standard			Guidance and Regulations				
Tests shall be conducted within 10 business days of receipt-95%							

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
ERC Forms	Annually	Forms	35	35	35	35	35
Performance Standard			Guidance and Regulations				
Tests shall be conducted within 10 business days of receipt-95%							



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Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Pre-tests	Annually	Tests	48	48	48	48	48
Performance Standard				Guidance and Regulations			
Tests shall be conducted within 10 business days of receipt-95%							

C-5.2.4 UTS and IATS Technical Support

The SP shall provide UTS and IATS technical support to internal and external USCG customers in the identification, research, analysis and resolution of system applications errors, such as but not limited to, run time errors, accounting errors, profile errors, field incompatibility and system termination errors.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Technical Support Requests	Daily	Requests	1,980	1,980	1,980	1,980	1,980
Performance Standard				Guidance and Regulations			
Requests shall be responded to within 4 business days-95%							

C-5.2.5 Unit Travel System (UTS) and Integrated Automated Travel System (IATS) Software Applications

The SP shall adhere to and comply with all terms and conditions of vendor IATS/UTS contract in the performance and execution of the UTS and IATS software application, please refer to Technical Library (TL) to review the current “IATS/UTS” contract. The SP shall communicate and correspond with PSC’s contracting officer technical representative (COTR) in the performance of vendor’s contract. The SP shall work with PSC programmers/system analysts to provide specific operational and technical requirements of software applications. The SP shall maintain and modify computer applications including, but not limited to: utility routines, execution routines and Job Control Language (JCL) as necessary, see TE-C-3.10.3 “Government Furnished Software”.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
IATS/UTS Application Modifications	Monthly	Occurrence(s)	12	12	12	12	12
Performance Standard				Guidance and Regulations			
Modified test and load updates shall be accomplished within 3 business days of receipt-99%							
Any exceptions shall be reported to the COTR within 3 business days-99%							

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
IATS/UTS Application Maintenance	Weekly	Occurrence(s)	48	48	48	48	48
Performance Standard				Guidance and Regulations			
Maintenance shall be performed weekly-99%							
Any exceptions shall be reported to the COTR within 3 business days-99%							

C-5.2.6 Travel Disbursements Validations

The SP shall coordinate the transmission of travel disbursements with the Authorized Certifying Officer (ACO) at the Coast Guard’s Finance Center (FINCEN) and specialized sites as required.



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The SP shall ensure all transactions are receipted by FINCEN and accounting reconciliation occurs.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Travel Disbursements	Daily	Disbursements	184,269	184,269	184,269	184,269	184,269
Performance Standard				Guidance and Regulations			
Disbursements shall be validated daily-99%							

C-5.2.7 Accounting and Compilation of Financial Reports

The SP shall perform duties in support of the day to day processing of a variety of accounting transactions and the compilation and analysis of financial reports that provide a record of all facets, such as, but not limited to: funding, obligations and disbursements of government funds. The SP shall ensure the integrity, propriety, accuracy, and timeliness of financial transactions and reports. The SP shall run and research reports, audit, determine errors, troubleshoot, update files, download current rates and personnel data information IAW with FINCEN's standard operating procedures. See TE-C-5.2.7 "List of Reports".

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Reports	Annually	Reports	47	47	47	47	47
Performance Standard				Guidance and Regulations			
Reports shall be provided within 3 business days of request-95%							

C-5.3 Training

The SP shall develop and maintain a training curriculum for the purpose of training and familiarizing external customers in the travel claim submission process, travel entitlements, and availability of travel related resources, such as but not limited to claims assistance, web sites and instructional aids. The training curriculum shall be updated to meet and align with agency changes to travel regulations, such as but not limited to JFTR, PSC Personnel, Pay & Procedures Manual, and USCG Supplement to JFTR.

The SP shall develop and maintain an external training curriculum and conduct training for USCG customers in the areas of, but not limited to, application familiarization and changes to travel claim processing and entitlements. The SP shall provide training to newly assigned administrative support personnel in such areas as travel entitlements, order preparation, travel claim submission, claim processing and familiarization with software applications. Previous training locations are identified in TE-C-5.3 "Historical Training Locations". The Government will reimburse actual travel cost.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Training	Annually	Occurrence(s)	77	77	77	77	77
Performance Standard				Guidance and Regulations			
Training sessions shall be scheduled within 15 business days of request-99%				JFTR JTR FTR DOT 1500.11 COMDTINST M4600.17 USCG FINCEN SOP			



C-5.3.1 Training Aids

The SP shall provide, maintain and continually update training aids to include, but not limited to, a customer Quick Reference Guide (QRG) and Frequently Asked Questions (FAQ). Example of current training aids may be found at www.uscg.mil/hrsic/hq/hrsic. The subjects for procedures shall include, but are not limited to:

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
FAQ Updates	Annually	Updates	24	24	24	24	24
Performance Standard			Guidance and Regulations				
Updates shall be conducted within 10 business days of receipt-95%							

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Provide Internet Website Updates	Annually	Occurrence	12	12	12	12	12
Performance Standard			Guidance and Regulations				
Updates shall be conducted within 20 business days of receipt-95%							

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
QRG Updates	Annually	Updates	3	3	3	3	3
Performance Standard			Guidance and Regulations				
Updates shall be conducted within 20 business days of receipt-95%							

C-5.4 Travel Settlements

The SP shall provide accurate and timely travel claim processing services. Claims processing consists of the following: Temporary Duty Claims (TDY), Permanent Change of Station (PCS) Claims, Travel Advances, Rejected Claims, and Supplemental Rework Claims. Claims shall be processed for all USCG and other active duty personnel, reserve personnel, auxiliary, active/reserve dependents, Foreign Service personnel, foreign nationals, active duty personnel from other services, and other Federal employees as required.

The SP shall provide assurance that the following are being achieved:

- Effectiveness and efficiency of operations
- Reliability of data
- Compliance with laws and regulations
- Prevention of misuse of funds

The SP shall ensure internal financial controls derived from Title 2 GAO PPM and Title 7 GAO PPM are in place, such as, but not limited to:

- Delegation of authority in organization
- Segregation of duties
- Access to data is restricted
- Unauthorized transactions are prevented



C-5.4.1 Processing Settlements

The SP shall process all TDY, PCS-Military, PCS-Civilian, Travel Advances, Rejected Claims and Supplemental (Rework) Claims. Claims are received electronically, by United States Postal Service (USPS) mail or by fax. The SP shall screen, track and analyze all travel claims. The SP shall process all travel claims in Integrated Automated Travel System (IATS), with the exception of PCS-Civilian claims, including release, notification and rework.

C-5.4.1.1 TDY Travel Claims, Type 11 and 13 Documents and Specialized Claims

The SP shall process Temporary Duty Claims (TDY) consisting of individual (type 11) TDY documents, blanket (type 13) documents and other Specialized claims. See TE-C-5.4.1.1 “TDY Travel Claim”.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
TDY Claims	Daily	Claims	132,698	132,698	132,698	132,698	132,698
Performance Standard			Guidance and Regulations				
Electronic Claims shall be processed within 2 business days-99% Manual Claims shall be processed within 8 business days-95% Total Electronic Claims = 95,543 Total Manual Claims = 37,155			JFTR JTR FTR DOT 1500.11 COMDTINST M4600.17 USCG FINCEN SOP				

C-5.4.1.2 Permanent Change of Station (PCS) Travel Claims Military, Type 12 Documents

The SP shall process Military PCS Travel Claims consisting of individual (type 12) PCS documents. See TE-C-5.4.1.2 “Military PCS Claim”.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
PCS Military Claims	Daily	Claims	13,651	13,651	13,651	13,651	13,651
Performance Standard			Guidance and Regulations				
Claims will be processed within 13 business days-95%			JFTR JTR FTR DOT 1500.11 COMDTINST M4600.17 USCG FINCEN SOP				

C-5.4.1.3 Permanent Change of Station (PCS) Travel Claims Civilian, Type 12 Documents

The SP shall process Civilian PCS Travel Claims for individual (type 12) documents. The SP shall provide detailed assistance and processing of all Relocation Income Tax Allowance (RITA) adjustment claims submitted against the customer’s PCS claim. See TE-C-5.4.1.3A “RITA”, TE-C-5.4.1.3B “Work Tax Allowance” and TE-C-5.4.1.3C “Civilian PCS Travel Claim”.



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Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
PCS Civilian Claims	Daily	Claims	498	498	498	498	498
Performance Standard			Guidance and Regulations				
Claims will be processed within 10 business days-95%			JFTR JTR FTR DOT 1500.11 COMDTINST M4600.17 USCG FINCEN SOP Civilian Personnel Law Manual				

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
RITA Adjustments	Annual	RITAs	80	80	80	80	80
Performance Standard			Guidance and Regulations				
RITA will be processed within 13 business days-95%			FTR DOT 1500.11 USCG FINCEN SOP Civilian Personnel Law Manual				

C-5.4.1.4 Travel Advances

The SP shall process all travel advances IAW current travel regulations. See TE-C-5.4.1.4 “SF-1038”.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Travel Advances	Daily	Advances	7,048	7,048	7,048	7,048	7,048
Performance Standard			Guidance and Regulations				
Advances will be processed within 5 business days 99%			JFTR JTR FTR DOT 1500.11 COMDTINST M4600.17 USCG FINCEN SOP				

C-5.4.1.5 Travel Prescreening

The SP shall prescreen all incoming/customer submitted travel documents IAW current travel regulations. Pre-screening requirements include, but are not limited to:

- Signatures
- Administrative review
- Claim receipts
- Orders and amendments

See TE-C-5.4.1.5 “Prescreening Checklist”.



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Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Document Prescreens	Daily	Screens	178,967	178,967	178,967	178,967	178,967
Performance Standard			Guidance and Regulations				
Claims shall be prescreened within 2 business days-99%			JFTR JTR FTR DOT 1500.11 COMDTINST M4600.17 USCG FINCEN SOP				

C-5.4.1.6 Tracking and Logging of Travel Claims and Advances

The SP shall enter all travel claims and advances into travel software applications.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Travel Claim Tracking	Daily	Claims	178,389	178,389	178,389	178,389	178,389
Performance Standard			Guidance and Regulations				
Claims shall be entered for tracking within 1 business day 99%			JFTR JTR FTR DOT 1500.11 COMDTINST M4600.17 USCG FINCEN SOP				

C-5.4.1.7 Rejected Claim

The SP shall reject claims failing the prescreening and analysis criteria that cannot be partially processed to the traveler. The SP shall return the claim with an explanation outlining reasons why the claim was rejected. See TE-C-5.4.1.7 “Example, Rejected Claim”.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Rejected Claim	Daily	Claim	8,275	8,275	8,275	8,275	8,275
Performance Standard			Guidance and Regulations				
Rejected Claims shall be returned within 8 business days-99%			JFTR JTR FTR DOT 1500.11 COMDTINST M4600.17 USCG FINCEN SOP				

C-5.4.1.8 Released Claim

The SP shall release all finalized claims daily to the Coast Guard Finance Center (FINCEN) for disbursement.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Released Claim	Daily	Claim	184,269	184,269	184,269	184,269	184,269
Performance Standard			Guidance and Regulations				
Claims shall be released daily-99%			JFTR JTR FTR DOT 1500.11 COMDTINST M4600.17 USCG FINCEN SOP				



C-5.4.1.9 Travel Voucher Summary (TVS)

The SP shall provide a TVS to travelers once payments have been released. The SP shall advise the members on any items that were not reimbursed on the initial claim in the TVS. Information in the TVS shall include, but is not limited to:

- Customers Name, Grade, Address, SSN
- Travel Order Number (TONO) and Accounting Data
- Period covered
- Advances and or Prior Payments made on TONO
- Employees Per Diem Allowances reimbursed itemized by daily entitlement
- Mileage or Transportation Allowance reimbursed
- Reimbursable Expenses paid on voucher itemized by category
- Total Amount Payable
- Amount Due Member
- Method of Payment

See TE-C-5.4.1.9 “Example, Travel Voucher Summary”

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Provide Travel Voucher Summary	Daily	Vouchers	171,919	171,919	171,919	171,919	171,919
Performance Standard			Guidance and Regulations				
Travel Vouchers shall be released daily upon completion of claims-99%			JFTR JTR FTR DOT 1500.11 COMDTINST M4600.17 USCG FINCEN SOP				

C-5.4.1.10 Supplemental Rework Claim

The SP shall follow the same criteria to process any supplemental rework claims received for initial claim submission IAW current travel regulations.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Supplemental Rework Claim	Daily	Claim	16,717	16,717	16,717	16,717	16,717
Performance Standard			Guidance and Regulations				
Reworks claims shall be processed within 13 business days-95%			JFTR JTR FTR DOT 1500.11 COMDTINST M4600.17 USCG FINCEN SOP				



C-5.5 Travel Claim Review

The SP shall conduct a pre/post review to ensure legal, proper and correct payments are processed. The SP shall review claims to identify items such as, but not limited to, errors in processing, identify potential fraud, identify possible abuse, and to identify erroneous payments. The SP shall ensure that the review process is in compliance with Title 7 GAO PPM, current travel regulations, and PSC policies. See TE-C-5.5 “Example, PSC Review Audit Plan”.

C-5.5.1 Pre-Payment Claim Review

Electronically submitted claims are not reviewed. The SP shall perform a mandatory pre-payment review on the following categories of non-electronically submitted claims: Negative, PCS Supplementals, claims equal to or greater than \$2,500.00 and random claims.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Prepayment Claim Review	Daily	Review	45,280	45,280	45,280	45,280	45,280
Performance Standard			Guidance and Regulations				
Prepayment claims shall be reviewed daily-99%			JFTR JTR FTR DOT 1500.11 COMDTINST M4600.17 7 GAO PPM USCG Regulations PSC Policies and Procedures				

C-5.5.2 Post-Payment Claim Review

The SP shall perform a mandatory post-payment review on random claims and claims equal to or greater than \$2,500.00 IAW current travel regulations.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Post Payment Claim Review	Daily	Review	3,220	3,220	3,220	3,220	3,220
Performance Standard			Guidance and Regulations				
Post-payment claims shall be reviewed within 30 business days-99%			JFTR JTR FTR DOT 1500.11 COMDTINST M4600.17 7 GAO PPM USCG Regulations PSC Policies and Procedures				



C-5.6 Claims Assistance

The SP shall provide claims assistance to the Customer Service Division (CSD) excluding Tier-1 inquiries. The SP shall conduct research to determine if claims are properly reimbursed and provide necessary guidance to CSD as required. Areas addressed include, but are not limited to, claim entitlement and regulation counseling, as related in the travel process, accounting data discrepancies, post payment claim support, non-receipt procedures and senior service officials (SSO) inquiries. The SP shall provide CSD a complete understanding on various topics to include, but not be limited to, PCS, both military and civilian, all TDY concerns and variables, and eligibility/entitlement to various allowances/expenses.

C-5.6.1 Assistance - Travel System Applications

The SP shall utilize USCG applications to include but not be limited to, Integrated Automated Travel System (IATS), Uniform Travel System (UTS), Commercial Off the Shelf (COTS) and USCG Finance Center (FINCEN) meta-frame inquiries from CSD. The SP shall respond to all inquiries and provide assistance to facilitate the use of each system as designed. The SP shall enable users to adequately access systems allowing entry of claims submission. Inquiries shall include, but are not limited to, supplemental/duplicate document number errors, accounting data inaccuracies, and explanation of terms or unique per diem circumstances.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Travel System Applications Assistance	Daily	Inquiries	13,598	13,598	13,598	13,598	13,598
All inquiries shall be responded to within 2 business days-95%				TRAVEL SOP JFTR USCG FINCEN SOP			

C-5.6.2 Assistance-Travel Inquiries, Concerns and Questions

The SP shall provide claims assistance to CSD IAW all current travel regulations. The SP shall analyze and interpret paid claim data to gather suspected errors and offer assistance to correct the situation. Types of inquiries shall include but are not limited to, all PCS and TDY, and travel eligibility for various entitlements. The SP shall provide claims assistance using current travel software and CRM applications IAW current travel regulations.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Inquiries, Concerns and Questions	Daily	Inquiries	9,020	9,020	9,020	9,020	9,020
Performance Standard				Guidance and Regulations			
All inquiries shall be responded to within 2 business days-95%				JFTR / FTR PPPM			



C-5.6.3 Assistance – Senior Service Officials (SSO)

The SP shall provide immediate assistance to CSD on all SSO equivalents such as Command Master Chiefs (CMC), flag officers, and senior executive service employees in obtaining information and providing answers to travel inquiries relating to claim questions, policies, and procedures. See TE-C-5.6.3 “List of SSO Personnel”.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
SSO Assistance	Daily	Occurrences	348	348	348	348	348
Performance Standard			Guidance and Regulations				
Requests shall be responded to within 3 hours-99% Any exceptions shall be reported to the COTR within 1 business day-99%							

C-5.7 Logistics

The SP shall be responsible for the retrieval of all travel data to include, but not limited to receipt, recording, distribution, and retrieval of travel claims, correspondence, letters of indebtedness, travel voucher summaries, records, and reports. The SP shall provide logistic support, which includes, but is not limited to routine mail functions, filing, office automation functions, and research.

C-5.7.1 Records

The SP shall forward all travel claims on a recurring basis to the Federal Records Center (FRC) for long-term retention. The SP shall use a multiple category and index file system as required for tracking purposes and retrieval. The SP shall comply with PSC policies on FOIA and Privacy Act requirements in the release of all information. The SP shall maintain and control all records and files retained temporarily at PSC. The SP shall also receive, review contents, development files, file, purge, and release files as required. The SP shall maintain up-to-date master files on administrative materials and functions as a control point for incoming and outgoing documents.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Ship Records	Quarterly	Shipments	4	4	4	4	4
Performance Standard			Guidance and Regulations				
Records shall be shipped quarterly-99%			TRAVEL SOP				

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Record Requests	Daily	Requests	1,250	1,250	1,250	1,250	1,250
Performance Standard			Guidance and Regulations				
Record requests shall be forwarded to the FRC within 2 business days of receipt -99%			TRAVEL SOP				

C-5.7.2 Mail



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The SP shall receive, record, process and distribute incoming and outgoing registered, certified, insured and other USPS mail. The SP shall manage incoming and outgoing express mail services, maintain logs and receipt records. The SP shall review mail for completeness and type of action required.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Internal Mail	Daily	Pieces	67,943	67,943	67,943	67,943	67,943
Performance Standard				Guidance and Regulations			
Mail shall be processed within 1 business day of receipt-99%							



C-6 APPLICABLE DIRECTIVES AND PUBLICATIONS

C-6.1 Guidance and Policies

Guidance and policies identified in this document must be complied with for the duration of the contract. The Government has made most publications and forms available at www.uscg.mil/hq/hrsic, and other Internet sources. Publications cited in this Performance Work Statement (PWS) are current, as of the date the PWS was prepared. The SP shall accomplish the tasks set forth in this contract in accordance with (IAW) the references listed and IAW the following guidelines:

- If there is a conflict between Section C and the cited references, Section C shall control.
- If there is a conflict between or among two or more such references, those coded P (Policy) shall control over those coded G (Guidance); between or among those similarly coded, those issued by a higher authority shall control over those issued by a lower authority; and between or among those issued at the same level of authority, those with a later date of issue shall control over those with earlier dates of issue.
- Any task set forth in any such reference that calls for the exercise of discretionary government authority that cannot be delegated shall be subject to the final approval of the Government official having such authority.
- During performance of the contract, the SP shall use the most current publications and forms unless otherwise directed by the Contracting Officer's Representative (COR).

The SP shall utilize the following procedures prior to deviating from Government publications coded as "G" in the performance of this contract:

- Develop and keep current a published manual of SP publications and forms.
- Submit to the Contracting Officer for review and acceptance prior to use or implementation.
- Ensure publication or form is not in conflict with any portion of this PWS.

The Government will have unlimited rights to use, duplicate, or disclose such SP publications, in whole or part, in any manner and for any purpose whatsoever.

C-6.2 Technical Library

From the solicitation opening to closing dates, PSC shall maintain a technical reference library for potential offerors. The technical library shall contain information and data pertinent to this PWS. The library shall be maintained in Rm. 348 Travel Branch at the Frank Carlson Federal Building, Topeka, KS, 66683.



C-6.3 Publications

The Table below lists statutory and regulatory requirements that apply to the Performance Work Statement. The SP shall use the guidelines to the extent necessary to accomplish requirements in the PWS. The Government will continuously update this listing, as it currently represents the primary guiding documents. The Government may issue amendments and supplements to the list of statutes and regulations from any originator during the life of the contract.

To review these documents, use the website addresses listed.

Note: Website addresses are subject to change.

Code of Federal Regulations			
4 CFR Parts 100-299 Federal Claims Collection Standards	Reference web link	As applicable	P
http://www.gpo.gov/nara/cfr/cfr-table-search.html#page1			
5 CFR Part 582 Garnishment of Employees Pay, Prompt Payment	Reference web link	As applicable	P
http://www.gpo.gov/nara/cfr/cfr-table-search.html#page1			
29 CFR Part 1910, 1926, and 1904 Labor	Reference web link	As applicable	P
http://www.gpo.gov/nara/cfr/cfr-table-search.html#page1			
31 CFR Part 210, Subpart B Automated Clearing House (ACH) Reclamation of Benefits Payments	Reference web link	As applicable	P
http://www.gpo.gov/nara/cfr/cfr-table-search.html#page1			



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32 CFR Parts 285 and 286 DOD Freedom of Information Act (FOIA) Program (285) Program Regulation (286)	Reference web link	As applicable	P
http://www.gpo.gov/nara/cfr/cfr-table-search.html#page1			
40 CFR Protection of the Environment, and Environmental Protection Enhancement	Reference web link	As applicable	P
http://www.gpo.gov/nara/cfr/cfr-table-search.html#page1			
41 CFR Parts 301 through 304 Federal Travel Regulation System	Reference web link	As applicable	P
http://www.gpo.gov/nara/cfr/cfr-table-search.html#page1			



US CODES			
5 US Code 552 Freedom of Information Act	Reference web link	As Applicable	P
http://www.uscg.mil/hq/g-s/g-si/g-sii/sii-2/foia.htm			
5 US Code 552a Privacy Act	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
5 US Code 5514 Installment Deduction For Indebtedness	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
5 US Code 5584 Claims for Over payments of Pay and Allowances and Travel and Transportation Allowances	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
31 US Code 3512 Executive Agency and Accounting and other Financial Management Reports and Plans	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
31 US Code 3711	Reference web link	As applicable	P



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Collection and Compromise			
http://www4.law.cornell.edu/uscode/			
31 US Code 3713 Priority of Government Claims	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
31 US Code 3716 Administrative Offset	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
31 US Code 3717 Interest and Penalty on Claims	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
37 US Code 1007 (c) Deductions from pay	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
Commandant Instructions			
COMDTINST M1000.6 (Series) Coast Guard Personnel Manual	Reference web link	As applicable	P
http://www.uscg.mil/hq/g-w/g-wp/g-wpm/PersMan/PERSMAN%20Opening.pdf			
COMDINST M4600.17 (Series) CG Supplement to the JFTR	Reference library	As applicable	P



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COMDTINST M5510.13 (Series)	Reference library	As applicable	P
AIS Security Manual			
COMDTINST M7220.29 (Series)	Reference web link	As applicable	G
Coast Guard Pay Manual			
http://www.uscg.mil/HQ/G-W/G-WP/G-WPM/g-wpm-2/Payman/Pay%20Manual.pdf			

DOT Guidance and Instructions			
DOT 1500.11 (Series)	Reference web link	As applicable	P
DOT Travel Guiding Principles			
http://ostpxweb.ost.dot.gov/budget/12POLICY.HTM			
GAO Policy and Procedures Manual For Guidance of Federal Agencies			
GAO Policy and Procedures Manual For Guidance of Federal Agencies	Reference web link	As Applicable	P/G
Titles 2 through 8			
http://www.gao.gov/special.pubs/ppm.html			
PSC Instructions			
HR SICINST M1000.2 (Series)	Reference web link	As applicable	G
Personnel and Pay Procedures Manual (PPPM)			
www.uscg.mil/hq/hrsic/3pm.htm			
HR SICINST	Reference web link	As applicable	G



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M5230.3 (Series)			
PMIS Jumps Analysis Manual (PJAM)			
www.uscg.mil/hq/hrsic/pjam.htm			
U.S. Equal Employment Opportunity Commission (EEOC)			
All Regulations (Inclusive)	Reference web link	As Applicable	G
http://www.eeoc.gov/index.html			
U.S. Department of Labor Occupational Safety & Health Administration (OSHA)			
All Regulations (Inclusive)	Reference web link	As Applicable	G
http://www.osha.gov/			
Other			
US COAST GUARD FINCEN SOP	Reference web link	As applicable	P
http://www.fincen.uscg.mil/SOP.HTM			
CGHRMS website	Reference web link	As applicable	G
www.uscg.mil/hq/hrsic/cghrms/index.htm			